

**DUTY STATEMENT**  
**DEPARTMENT OF STATE HOSPITALS - ATASCADERO**  
**PROGRAM VII**

<b>JOB CLASSIFICATION: OFFICE TECHNICIAN (TYPING)</b>
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**1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES**

Perform a variety of general office work. Performs a variety of the most difficult duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks.

**50 %**

**ONGOING DUTIES:**

- A. Attend various meetings with the Program Director and/or management staff for the purpose of taking minutes, typing same, and distributing them to the appropriate Program and Hospital personnel.**
- B. Maintain knowledge of ongoing Program and Hospital activities, policies, and operating procedures and the dissemination of similar information to staff for their reference.
- C. Provide photocopies for the Program Director, other managers and the Clinical staff upon request.
- D. Develop and maintain a system for filing forms, documents, policies, legal material, minutes of meetings, schedules, reference materials, and other documents.**
- E. Type and process travel claims, travel advance request, correspondence, forms, memoranda's, program policies and updates, consultations, performance evaluations, and counseling reports, budget requests, maintenance work orders, storeroom requests, purchase order requests as needed and other miscellaneous items as they occur.**
- F. Maintain office supplies for the Program office.'
- G. Maintain and update on an ongoing basis the Program Manual, Administrative Directives Manual, and other manuals as needed. Type and revise Program Directives as requested.**
- H. Utilize the hospital computer system for entering hospital-wide documents when directed. Develop and maintain systems for obtaining patient tracking data which is both accurate and timely. Design computer reports in a format that is easily understood and usable. Retrieve and route reports in a timely fashion.**
- I. Arrange correspondence for Program Director's personal reply in order of priority with appropriate background material attached for reference.
- J. Review outgoing correspondence prepared by other staff members for Program Director's signature for consistency with administrative policy as well as format and grammatical construction.
- K. Perform timekeeping duties for Program management and the clinical staff. Provide Employee Time Usage reports each quarter for the Program Director to review and place in supervisor file.

25%

**RECEPTIONIST DUTIES:**

- A. Receive, screen, and route incoming telephone calls: take messages, provide information, and refer to the appropriate staff member for follow through. Handle all incoming calls, forwarding only those calls specifically for other disciplines or that she/he is unable to handle personally.**
- B. Act as receptionist to representatives of outside agencies, the public, Hospital personnel, and prospective employees.
- C. Screen incoming correspondence routed to the Program Director, independently prepared correspondence upon request, refer correspondence to appropriate staff members for reply, and follow through to insure deadlines are met by utilizing a tracking system.
- D. Schedule meetings and appointments for Program Director, making adjustments in pertinent details as necessary.
- E. Organize the Program Director's daily calendar and make changes as needed.

10 %

**CONSULTATION**

- A. Act as a consultant and resource person in assisting the Program staff in the filing system, filling out various forms, secretarial procedures, supply ordering, timekeeping procedures, reproduction techniques and others as requested.
- B. Assist the Program Director and management staff in the formulation and finalization of reports and documents.

10 %

**OTHER RESPONSIBILITIES**

- A. Gather and summarize data for preparation of clear and comprehensive reports and correspondence.
- B. Organize and maintain confidential and administrative files.
- C. Coordinate between the courts and Program business relating to court reports, staff subpoenas and appearances, questions, and related issues as requested.

5 %

**TRAINING**

- A. Be available for workshops and training sessions to increase secretarial and managerial skills.
- B. Attend the Office Professional Organization meeting.

**2. SUPERVISION RECEIVED**

Program Director

**3. SUPERVISION EXERCISED**

None

## **4. KNOWLEDGE AND ABILITIES**

**KNOWLEDGE OF:** Modern office methods, supplies and equipment; business English and correspondence; principles of effective training.

**ABILITY TO:** Perform difficult clerical work, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance; make clear and comprehensive reports and keep difficult records; meet and deal tactfully with the public; apply specific laws, rules and office policies and procedures; prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar and spelling; and communicate effectively; provide functional guidance.

## **5. REQUIRED COMPETENCIES**

### **INFECTION CONTROL**

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

### **SAFETY**

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards.

### **CPR**

Not required

### **MANAGEMENT OF ASSAULTIVE BEHAVIOR**

Applies and demonstrates knowledge of correct methods in the prevention and management of assaultive behavior (PMAB).

### **CULTURAL AWARENESS**

Demonstrates awareness to multicultural issues in the workplace that enable the employee to work effectively.

### **RELATIONSHIP SECURITY**

Demonstrates the ability to maintain professional demeanor within the provider/patient relationship. Recognizes the value of appropriate boundaries related to protecting the security of the facility and the safety of staff and patients.

### **PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION**

Maintains and safeguards the privacy and security of patients' protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

### **SITE SPECIFIC COMPETENCIES**

Ability to send/receive correspondence related to the PC2962 commitments. Ability to make contacts to insure maintenance and repair of various office equipment in Program VII.

**TECHNICAL PROFICIENCY (SITE SPECIFIC)**

Maintain knowledge of the local area network (LAN) and various computer programs and applications necessary to perform job duties.

**6. LICENSE OR CERTIFICATION**

N/A

**7. TRAINING** - Training Category = 06

The employee is required to keep current with the completion of all required training.

**8. WORKING CONDITIONS**

The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

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Employee's Signature

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Date

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Supervisor's Signature

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Date

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Reviewing Officer's Signature

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Date